

# LTA SAFEGUARDING ADULTS AT RISK POLICY AND PROCEDURE

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**Policy approved by:** LTA Board  
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# 1. POLICY STATEMENT

The LTA is the national governing body of tennis in Britain and is responsible for governing and developing tennis, from grassroots participation through to the professional game. Tennis Scotland and Tennis Wales are the national governing bodies in Scotland and Wales, and together we work to deliver the vision of tennis opened up and the mission of growing tennis by making it relevant, accessible, welcoming and enjoyable.

The ability of sport to help people be healthy, learn new skills and experiences, achieve their potential and inspire others, is reliant on ensuring the safety, well-being and welfare of everyone involved in our sport. Safeguarding sits at the heart of the LTA's strategy within the Leadership strand, with an aim to lead tennis in Britain to the highest standard so that it is a safe, welcoming, and well-run sport. Through our dedicated safeguarding strategy, we are committed to developing and implementing the highest safeguarding standards across tennis. All adults at risk have the right to live a life free from harm from abuse, exploitation and neglect.

We will safeguard adults at risk by ensuring that our activities are delivered in a way which keeps them safe and that safeguarding concerns or allegations are acted upon appropriately. We are committed to creating a culture of zero-tolerance of harm to adults at risk which necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

This Policy is promoted via various channels, including the LTA, Tennis Scotland and Tennis Wales websites, email communications and training. This policy is reviewed every three years or sooner if there are changes in legislation, government guidance or as a result of any other significant change or event.



**Scott Lloyd**  
LTA CEO



**Simon Johnson**  
Tennis Wales CEO



**Blane Dodds**  
Tennis Scotland CEO

## 2. POLICY PRINCIPLES

- Safeguarding is everybody's responsibility
- The welfare of the adult at risk is paramount
- All adults at risk, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- Safeguarding concerns are taken seriously, responded to swiftly and appropriate support provided to those involved
- We are committed to developing and implementing the highest standards of safeguarding across the sport and recognise this is integral to delivering our vision of tennis opened up
- We actively promote working together to ensure adults are safeguarded

## 3. RESPONSIBILITY FOR SAFEGUARDING

- The **Board** and **Executive Team**, specifically the **Participation Director**, have overall accountability for this Policy and its implementation
- The **LTA Safeguarding Team**, led by the **Head of Safeguarding** who reports to the **Participation Director**, has strategic and operational responsibility for safeguarding. This includes:
  - raising safeguarding awareness and promoting safer working practices through the provision of training, campaigns, policies and procedures
  - supporting and advising the tennis workforce on safeguarding matters
  - developing, implementing and quality assuring safeguarding standards across the sport
  - responding to and investigating safeguarding concerns
  - taking action against those who seek to harm children
- **County Safeguarding Officers (England and Wales)** are responsible for ensuring their county complies with safeguarding standards and assisting the LTA Safeguarding Team in promoting and embedding a safeguarding culture
- **Welfare Officers** are responsible for ensuring their venue complies with safeguarding standards and acting as the first point of contact for any safeguarding issues within their venue
- **Coaches** and **Officials** are responsible for upholding high standards of conduct and professionalism in accordance with the LTA Code of Conduct
- All **Participants** are responsible for raising safeguarding concerns in accordance with the 'Reporting a safeguarding concern' procedure (see Appendix A and B)

## 4. SCOPE

This Policy applies to and binds all “**Participants**”, which is anyone who is participating or seeking to participate in tennis in any way, whether directly or indirectly. If you are unsure whether the definition of a **Participant** applies to you, please go to the LTA Disciplinary Code available here: [www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations](http://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations) for the full definition.

## 5. POLICY AIMS

The purpose of this policy is to:

- Protect adults at risk from harm
- Help ensure that actions taken to safeguard an adult at risk will take their whole well-being into account and be proportionate to the risk of harm
- Provide the necessary information to enable Participants to meet their safeguarding responsibilities
- Deliver good practice and high safeguarding standards
- Outline our commitment to safeguarding adults at risk



## 6. KEY POINTS

Adults at risk are defined in legislation and the criteria applied differs between each home nation as follows:

	<b>ENGLAND (CARE ACT 2014)</b>	<b>SCOTLAND (ADULT SUPPORT AND PROTECTION ACT 2007)</b>	<b>WALES (SOCIAL SERVICES AND WELL BEING ACT 2014)</b>
	<b>An individual aged 18 years and over who:</b>	<b>An individual aged 16 years and over who:</b>	<b>An individual aged 18 years and over who:</b>
<b>A</b>	has needs for care and support (whether or not the local authority is meeting any of those needs), and;	is unable to safeguard their own well-being, property, rights or other interests, and	is experiencing or is at risk of abuse or neglect, and;
<b>B</b>	is experiencing, or at risk of, abuse or neglect, and;	is at risk of harm, and because they are affected by disability, mental disorder, illness or physical or mental infirmity, is more vulnerable to being harmed than adults who are not so affected	has needs for care and support (whether or not the authority is meeting any of those needs) and;
<b>C</b>	as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect		as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

- There is a legal duty on Local Authorities to provide support to ‘adults at risk’
- Safeguarding legislation applies to all forms of abuse that harm a person’s well-being
- The law provides a framework for good practice in safeguarding that makes the overall well-being of the adult at risk a priority of any intervention
- The law in all four home nations emphasises the importance of person-centred safeguarding, (referred to as ‘Making Safeguarding Personal’ in England)
- The law provides a framework for making decisions on behalf of adults who can’t make decisions for themselves (Mental Capacity)
- The law provides a framework for sports organisations to share concerns they have about adults at risk with the local authority
- The law provides a framework for all organisations to share information and cooperate to protect adults at risk
- The concept of ‘well-being’ is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Our well-being includes our mental and physical health, our relationships, our connection with our communities and our contribution to society

## 7. COLLEAGUE RECRUITMENT

We operate a Safe Recruitment Policy and are committed to ensuring that all **Colleagues** (including contractors) who work with adults at risk are appropriately qualified for that role. This means that we obtain references and verify the applicant's identity, qualifications, and work history.

We also require **Colleagues, Welfare Officers, County Safeguarding Officers, Accredited Coaches** and **Licensed Officials** to undergo Criminal Records Checks through the Disclosure and Barring Service (DBS) or Protecting Vulnerable Groups (PVG) Scheme, and/or the equivalent Overseas Criminal Records Check.

## 8. COLLEAGUE TRAINING

All LTA **Colleagues** and **Board Members** complete training commensurate to their role every three years, which includes details of our safeguarding policy, procedures and the LTA Safeguarding Team.

All **Welfare Officers, County Safeguarding Officers, Accredited Coaches** and **Licensed Officials** are required to complete safeguarding training every three years.

## 9. CODE OF CONDUCT

All **Participants** are expected to always act in the best interests of adults at risk and ensure that their safety, welfare and well-being is the primary consideration.

All **Participants** must adhere to their respective behaviours as set out in the LTA Code of Conduct (available from: [www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations](http://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations)), as well as other safeguarding procedures or guidance that may be issued from time to time.

## 10. POSITIONS OF TRUST

A person aged 18 or older who holds a position of authority or responsibility over a child or adult at risk is in a position of trust. Positions of trust are not defined by a qualification or job title, but by reference to the activity which the adult is carrying out in relation to the child or adult at risk, namely, coaching, teaching, training, supervising or instructing (including as a volunteer) on a regular basis. **Participants** who are in a position of trust must be aware of the power imbalance they hold over children and adults at risk and not use this for personal advantage or gratification.

In June 2022, the Sexual Offences Act 2003 was changed to extend the abuse of position of trust offences to include where an adult is coaching, teaching, training, supervising or instructing a child under 18 years old within sport or religious settings. This means that under the Sexual Offences Act 2003, in England and Wales it is a criminal offence for a person in a position of trust to have a sexual or intimate relationship with a child under 18 years old, even if the relationship is deemed consensual. This means that any sexual activity (including online activity) between someone in a position of trust and a child under 18 years old will be formally reported as it may be a criminal offence.

# TYPES OF ABUSE AND HARM





## 11. TYPES OF ABUSE

Safeguarding legislation in each home nation defines categories of adult at risk abuse and harm as follows:

<b>ENGLAND (CARE ACT 2014)</b>	<b>WALES (SOCIAL SERVICES AND WELL BEING ACT 2014)</b>	<b>SCOTLAND (ADULT SUPPORT AND PROTECTION ACT 2007)</b>
Physical	Physical	Physical
Sexual	Sexual	Psychological
Emotional/Psychological/ Mental	Psychological	Financial
Neglect	Neglect	Sexual
Financial or material abuse	Financial	Neglect
Discriminatory		
Organisational		
Self-neglect		
Domestic Abuse (including coercive control)		
Modern slavery		

Detailed descriptions of these types of abuse, along with other forms of harm, and their signs and indicators can be found in (Appendix C).

## 12. INCREASED VULNERABILITY TO ABUSE

Vulnerability is a changeable and contextual state but may include adults at risk with a physical disability or diagnosed condition such as dementia, learning difficulties, or those who have a mental health condition such as severe anxiety or depression. Adults in these groups may:

- Have smaller network of friends and peer group to support and protect
- Require intimate/physical and or invasive medical care required which can allow abuse to be hidden
- Have communication difficulties
- Be less able to resist inappropriate or abusive behaviour, either verbally or physically
- Be dependent on the abuser for a service or basic need
- Have medical conditions that are used to explain injuries

Personal circumstances away from tennis such as domestic violence, poverty, substance abuse, homelessness and social exclusion may also have an impact on vulnerability.

## 13. MAKING SAFEGUARDING PERSONAL

Legislation recognises that adults make choices that may mean that one part of their well-being suffers at the expense of another. Similarly, adults can also make a decision to risk their personal safety, for example to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

‘Making Safeguarding Personal’ means engaging an adult at risk in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Their views, wishes, feelings and beliefs will be taken into account when decisions are made about how to support them to be safe and finding the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people’s sense of self-worth and supports recovery from abuse.

If an adult at risk has difficulty making their views and wishes known, they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

Being able to live free from abuse and neglect is a key element of well-being. Any actions taken to safeguard an adult must take their whole well-being into account and be proportionate to the risk of harm.

## The Principles of Adult Safeguarding in each home nation:

### ENGLAND (CARE ACT 2014)

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- **Prevention** – It is better to take action before harm occurs
- **Proportionality** – The least intrusive response appropriate to the risk presented
- **Protection** – Support and representation for those in greatest need
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – Accountability and transparency in delivering safeguarding

### WALES (SOCIAL SERVICES AND WELL BEING ACT 2014)

- **Responsibility** – Safeguarding is everyone's responsibility.
- **Well-being** – Any actions taken must safeguard the person's well-being
- **Person-centred approach** – Understand what outcomes the adult wishes to achieve and what matters to them
- **Voice and control** – Expect people to know what is best for them and support them to be involved in decision making about their lives
- **Language** – Make an active offer of use of the Welsh language and use professional interpreters where other languages are needed
- **Prevention** – It is better to take action before harm occurs

### SCOTLAND (ADULT SUPPORT AND PROTECTION ACT 2007)

The overarching principle underlying Part 1 of the Act is that any intervention in an individual's affairs should provide benefit to the individual and should be the least restrictive option of those that are available which will meet the purpose of the intervention.

This is supported by a set of guiding principles which, together with the overarching principle, must be taken account of when performing functions under Part 1 of the Act. These are:

- The wishes and feelings of the adult at risk (past and present)
- The views of other significant individuals, such as the adult's nearest relative; their primary carer, guardian, or attorney; or any other person with an interest in the adult's well-being or property
- The importance of the adult taking an active part in the performance of the function under the Act
- Providing the adult with the relevant information and support to enable them to participate as fully as possible
- The importance of ensuring that the adult is not treated less favourably than another adult in a comparable situation, and
- The adult's abilities, background and characteristics (including their age, sex, sexual orientation, gender, religious persuasion, racial origin, ethnic group and cultural and linguistic heritage)

## 14. MENTAL CAPACITY

Mental capacity must be considered when we believe abuse or neglect might be taking place. It is important to make sure an adult at risk has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult at risk may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need.

Another situation is where an adult at risk is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decisions'.

Each home nation has legislation that describes when and how we can make decisions for people who are unable to make decisions for themselves. The principles are the same.

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes

- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible

If we are concerned that an adult at risk who has a lot of difficulty making their own decisions is being abused or neglected, we will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

We will always seek to obtain the consent from an adult at risk before sharing information about them with others, however there are some circumstances where we will need to act without their consent and these include where:

- it is not safe to contact them to gain their consent – i.e. it might put them or the person making contact at further risk
- we believe they or someone else is at risk, including children
- we believe the adult at risk is being coerced or is under duress
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed
- the adult at risk does not have mental capacity to consent to information being shared about them
- the person causing harm has care and support needs
- the concerns are about an adult at risk living in Wales or Northern Ireland (where there is a duty to report to the Local Authority)

When information is shared without the consent of the adult at risk this will be explained to them, when it is safe to do so, and any further actions should still fully include them.

## 15. LOW LEVEL CONCERNS

A low level concern (which can also be known as poor practice) is behaviour that falls short of abuse towards a an adult at risk and does not meet the allegation threshold or a referral to the Local Authority, but which nevertheless harms an adult at risk or has a negative effect on their safety and/or well-being.

An ‘allegation’ means that it is alleged that a person who works with an adult at risk has:

- Behaved in a way that has harmed an adult at risk or may have harmed them
- Possibly committed a criminal offence against an adult at risk
- Behaved towards an adult at risk in a way that indicates they may pose a risk of harm to them
- Have behaved in a way in their personal life that raises safeguarding concerns. These concerns do not have to directly relate to an adult at risk but could, for example, include an arrest for possession of a weapon
- Have, as a parent or carer, become subject to adult safeguarding procedures

A low level concern is any concern – no matter how small, and even if no more than a ‘nagging doubt’ – that an adult may have acted in a manner which:

- Is not consistent with the LTA Code of Conduct ([www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations](http://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations)), and/or
- Relates to their conduct outside of work which, even if not linked to a particular act or omission, has caused a sense of unease about that adult’s suitability to work with adults at risk

Low level concerns are not acceptable and should be reported to the Venue Welfare Officer who will refer the matter on to the LTA Safeguarding Team. It is critical that all low level concerns are referred to the LTA. Having one recipient of all such concerns should allow any potential patterns of concerning, problematic or inappropriate behaviour to be identified, and ensure that no information is potentially lost.

Upon receipt by the LTA, low level concerns will be triaged and managed through the LTA Safeguarding Regulations, which form part of the LTA Disciplinary Code available here: [www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations](http://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations)

The LTA may decide that the low level concern is suitable to be dealt with by the venue directly, in which case the LTA will support them with managing the situation. If further information comes to light which raises the level of concern, the matter must be referred to the LTA.

# RESPONDING TO SAFEGUARDING CONCERNS

Everyone has a responsibility to ensure the safety and welfare of adults at risk and to take appropriate steps to ensure that safeguarding concerns and allegations of abuse or poor practice are taken seriously and responded to quickly and appropriately, even if it may not have occurred recently.



## 16. RESPONDING TO A SAFEGUARDING CONCERN

Upon becoming aware of a safeguarding concern, **Participants** must follow the 'Reporting a safeguarding concern' procedure (see Appendix A and B). Participants should speak with the adult at risk involved to help ensure their views and wishes are known and they are aware of what is happening.

**It is not the responsibility of any Participant to investigate any safeguarding concern or allegation, nor determine whether abuse or poor practice has taken place, with the exception of the LTA Safeguarding Team.**

All safeguarding concerns and allegations must be responded to in accordance with the 'Reporting a safeguarding concern' procedure (see Appendix A and B).

Once a safeguarding concern or allegation is reported to us it will be triaged and managed through the LTA Disciplinary Procedures available here: [www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations](http://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations)

## 17. RESPONDING TO A DISCLOSURE OF ABUSE

If an adult at risk discloses that he or she has been abused or is at risk of abuse:

- Listen carefully and calmly to what is said
- Reassure them that they have done the right thing and what they have told you is very important
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you
- Ask them what they would like to happen next
- Explain what you would like to do next
- Let them know that you will need to speak to the Welfare Officer/LTA Safeguarding Team because it is in their best interest. If you intend to speak to the police or social care, you should let them know this too
- Ask for their consent for the information to be shared
- Do not seek to investigate it yourself or let doubt/personal bias prevent you from reporting the allegation
- Make an arrangement as to how you can contact them safely
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support etc)
- Ensure that the adult's immediate needs are met and that the priority is their safety and protection from further risk of harm
- Record details of the disclosure (**further advice here**) as soon as possible (but not during the disclosure) and then submit the details to the LTA via [safeguardingconcern.lta.org.uk](http://safeguardingconcern.lta.org.uk)

## 18. CONFIDENTIALITY

All safeguarding concerns and allegations will be dealt with confidentiality by the LTA Safeguarding Team on a need to know basis, not only to maintain the privacy of the individuals involved but also to ensure that evidence or any investigation is not compromised.

All **Participants** involved in a safeguarding concern or allegation should similarly ensure they maintain high levels of confidentiality.

There may be circumstances where an individual raising a safeguarding concern or allegation does not wish to be named. It is not possible for the LTA to assure anonymity, as in some circumstances individuals will need to be named (for example, where it is necessary in order to carry out a fair disciplinary process).

## 19. INFORMATION SHARING AND RETENTION

In certain situations, the **LTA Safeguarding Team** may be required to share information with statutory agencies and other relevant organisations where it is necessary and proportionate to prevent or manage the risk of harm in tennis or sport to adults at risk.

We adhere to the UK Government information sharing advice for safeguarding practitioners and the '7 Golden Rules' of information sharing:

- Remember that the Data Protection Act 2018 and human rights law are not barriers to justified information sharing but provide a framework to ensure that personal information about living individuals is shared appropriately

- Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so
- Seek advice from other practitioners if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible
- Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk
- Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions
- Necessary, proportionate, relevant, adequate, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely
- Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose

When sharing safeguarding information, we keep a dated record of:

- what has been shared
- with whom, and
- for what purpose

All safeguarding related information is kept securely on LTA systems and in accordance with our retention and storage of information policy.



## 20. WHISTLEBLOWING

Whistleblowing is when someone reports wrongdoing on the basis that it is in the public interest for the wrongdoing to be brought to light. This can include:

- an organisation which doesn't have clear safeguarding procedures to follow
- concerns that aren't dealt with properly or may have been covered up
- a concern was raised but hasn't been acted upon
- being worried that repercussions are likely to arise if raising a safeguarding concern or allegation

This applies to incidents that happened in the past, are happening now, or may happen in the future.



Whistleblowers should contact their venue Welfare Officer in the first instance. If the matter does not relate to a tennis venue, they should contact the LTA Safeguarding Team. If the whistleblower does not wish to speak to someone within the venue or the LTA Safeguarding Team, the NSPCC Whistleblowing advice line can be contacted on **0800 028 0285** or by emailing [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

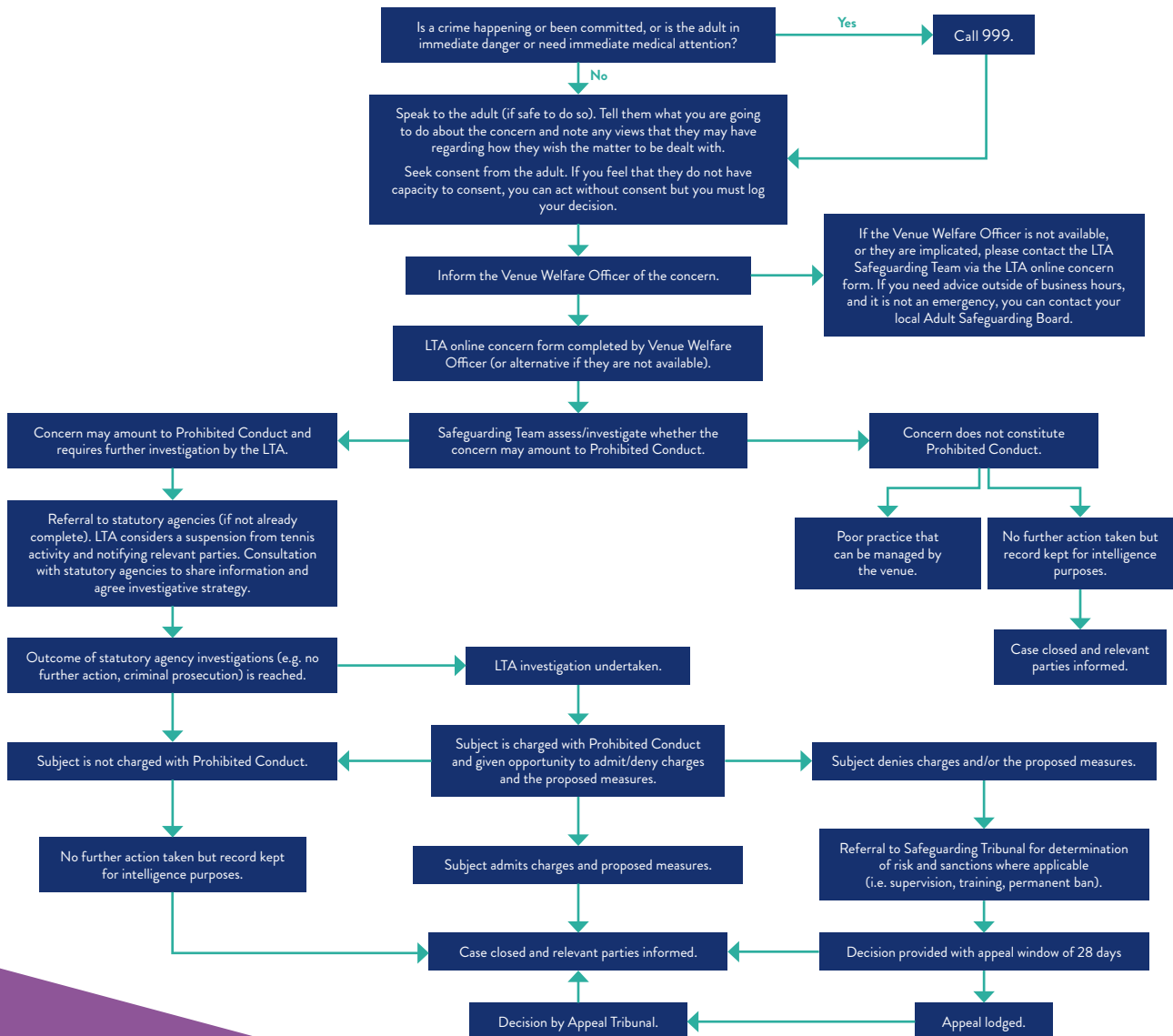
Safecall is an independent, confidential and, if required, anonymous reporting service provided by the LTA if there are serious concerns regarding any of the public interest areas below:

- Criminal offences, including fraud
- Failure to comply with a legal obligation
- Legal miscarriage of justice
- Endangering someone's health and safety
- Damage to the environment
- Covering up wrongdoing in any of the above categories

If a Whistleblower feels that it is not appropriate to contact the LTA Safeguarding Team on the grounds of one of the above areas, they can contact Safecall via telephone on **0800 915 1571**. Calls are not recorded. Alternatively, a report can be made online: [www.safecall.co.uk/report](http://www.safecall.co.uk/report)

# APPENDIX A: REPORTING A SAFEGUARDING CONCERN THAT OCCURS WITHIN TENNIS

You have a concern, or have been told about, possible abuse of an adult at risk, poor practice or wider welfare issues.



## Contacts

**LTA Lead Safeguarding Officer:**  
David Humphrey (contactable via online concern form)

**LTA online concern form:** [safeguardingconcern.lta.org.uk](https://safeguardingconcern.lta.org.uk)

**Ann Craft Trust:** 0115 951 5400

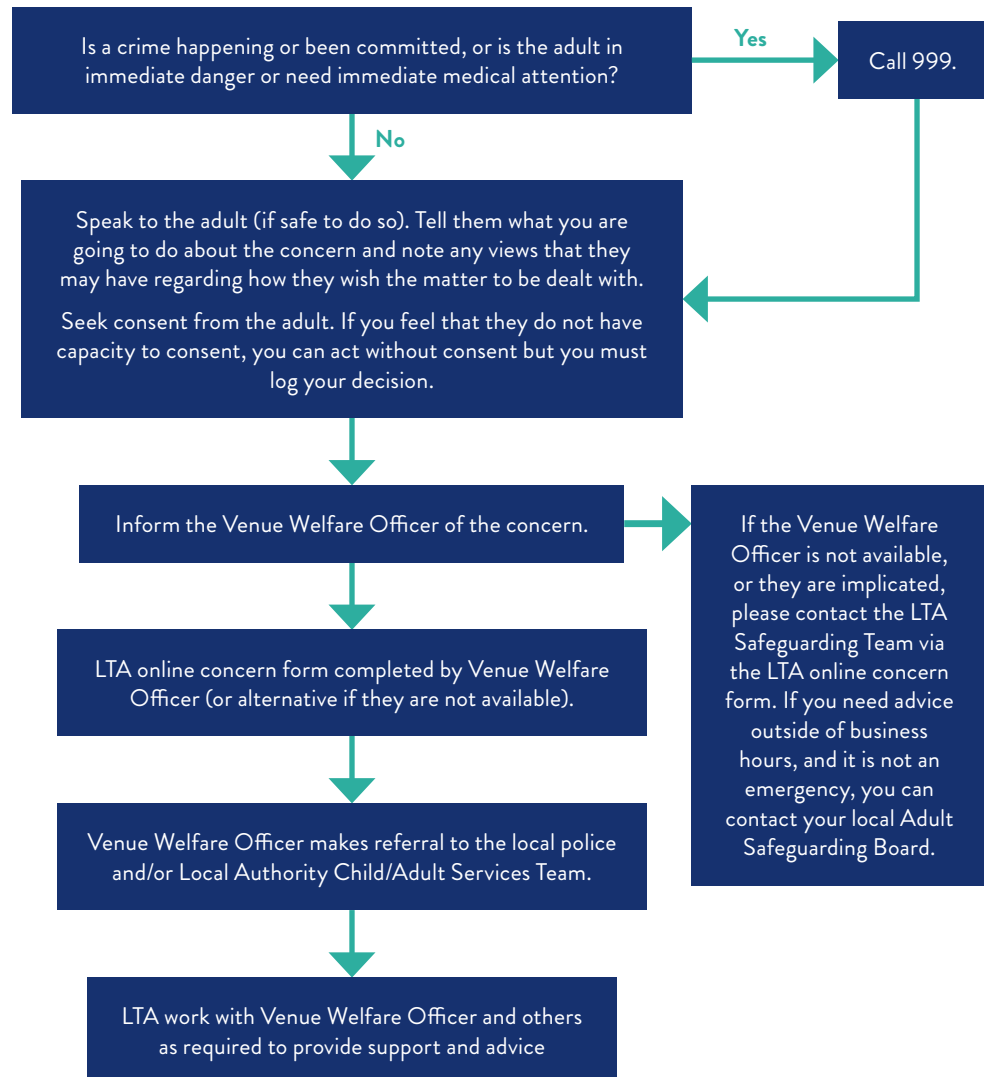
**Emergency Services:** 999

**Find your nearest Adult Safeguarding Board:**

[www.anncrafttrust.org/resources/find-your-nearest-safeguarding-adults-board](https://www.anncrafttrust.org/resources/find-your-nearest-safeguarding-adults-board)

# APPENDIX B: REPORTING A SAFEGUARDING CONCERN THAT HAPPENS OUTSIDE OF TENNIS\*

You have a concern about an adult at risk (including a person who works with them)



## Contacts

**LTA Lead Safeguarding Officer:**  
David Humphrey (contactable via online concern form)

**LTA online concern form:** [safeguardingconcern.lta.org.uk](https://safeguardingconcern.lta.org.uk)

**Ann Craft Trust:** 0115 951 5400

**Emergency Services:** 999

**Find your nearest Adult Safeguarding Board:**

[www.anncrafttrust.org/resources/find-your-nearest-safeguarding-adults-board](https://www.anncrafttrust.org/resources/find-your-nearest-safeguarding-adults-board)

\* A concern happening outside of tennis means any concern or allegation that has occurred in another setting, e.g. an adult at risk being abused by a carer, domestic violence at home, etc

## APPENDIX C: DEFINITIONS

### Adult at risk:

#### In England, an individual aged 18 years and over who:

- a) has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
- b) is experiencing, or at risk of, abuse or neglect, AND;
- c) as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

#### In Scotland, an individual aged 16 years and over who:

- a) is unable to safeguard their own well-being, property, rights or other interests,
- b) is at risk of harm, AND;
- c) because they are affected by disability, mental disorder, illness or physical or mental infirmity, is more vulnerable to being harmed than adults who are not so affected.

#### In Wales, an individual aged 18 years and over who:

- a) is experiencing or is at risk of abuse or neglect, AND;
- b) has needs for care and support (whether or not the authority is meeting any of those needs) AND;
- c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk

**Adult:** a person aged 18 years or older

**Child:** a person under the age of 18 years.

**Parent:** birth parents, legal guardians and other adults who are in a parenting role.

**Participant:** anyone participating or seeking to participate in tennis in any way whatsoever whether directly or indirectly. The LTA Disciplinary Code available here: [www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations](http://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations) contains the full definition

**Safeguarding:** Safeguarding adults means protecting a person's right to live in safety, free from abuse and neglect.

**Child protection:** the processes undertaken to protect children who have been identified as suffering, or being at risk of suffering, significant harm.

**Prohibited conduct:** engage, or attempt or threaten to engage, in conduct that directly or indirectly harms the physical and/or mental welfare and/or safety of one or more child or adult at risk; or pose a risk of harm to the physical and/or mental welfare and/or safety of one or more child or adult at risk.

**Abuse:** Abuse happens when a person harms an adult at risk. Abusers can include:

- family members
- carers
- friends
- people working or volunteering in organisational or community settings
- people they know
- strangers

## APPENDIX C: DEFINITIONS (CONTINUED)

**Indicators of abuse:** There are many signs and indicators that may suggest an adult at risk is being abused or neglected. The Ann Craft Trust has a comprehensive list of the types of abuse and their indicators at: [www.anncrafttrust.org/resources/types-of-harm](http://www.anncrafttrust.org/resources/types-of-harm) Examples of signs and symptoms include but are not limited to:

- Unexplained change in behaviour
- Unexplained bruises or injuries
- Missing belongings or money
- Not attending / no longer enjoying their sessions
- Changes in weight
- Sexually explicit behaviour
- Being withdrawn
- Genital pain, stomach pains, discomfort, pregnancy, incontinence, urinary infections, STDs.
- Dirty, ill-fitting clothes or a lack of appropriate clothing for the weather
- Self-harm
- A fear of a particular group of people or individual
- Lack of friends
- Low self-esteem

**Neglect:** includes ignoring medical or physical care needs and failing to provide access to appropriate health social care or educational services. It also includes the withdrawing of the necessities of life, including medication, adequate nutrition, and heating.

**Emotional/Psychological abuse:** Includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks

**Physical abuse:** Hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

**Sexual abuse:** Includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the adult has not consented, or was pressured into consenting.

**Discriminatory abuse:** Discriminatory abuse may involve race, gender, disability, or any of the protected characteristics of the Equality Act. Examples of discriminatory abuse might involve harassment, slurs, or similar treatment based on the difference or perceived difference.

**Domestic abuse:** Domestic abuse is any type of controlling, coercive, threatening behaviour, violence or abuse between people who are, or who have been in a relationship, regardless of gender or sexuality. It can include physical, sexual, psychological, emotional and financial abuse or “honour” based violence.

## APPENDIX C: DEFINITIONS (CONTINUED)

**Honour-Based Violence:** Honour-Based Violence (HBV) encompasses crimes which have been committed to protect or defend the honour of the family and/or the community, including Female Genital Mutilation, forced marriage, and practices such as breast ironing. All forms of HBV are abuse.

**Female genital mutilation:** Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting. The age at which FGM is carried out varies. It may be carried out when a child is new-born, during childhood or adolescence, just before marriage or during pregnancy. There are no medical reasons to carry out FGM.

**Self-neglect:** Covers a wide range of behaviour, but it can be broadly defined as neglecting to care for one's personal hygiene, health, or surroundings. An example of self-neglect is behaviour such as hoarding.

**Modern Slavery:** Encompasses slavery, human trafficking, forced labour, and domestic servitude.

**Organisational:** Includes neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in one's own home. Organisational abuse can range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation

**Financial:** Includes theft, fraud, internet scamming, and coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions, or benefits.

**Radicalisation:** The process by which a person comes to support terrorism and forms of extremism leading to terrorism. Anybody from any background can become radicalised. The grooming of adults at risk for the purposes of involvement in extremist activity is a serious safeguarding issue.

## APPENDIX D: LEGISLATION, GUIDANCE AND REGULATIONS

Safeguarding adults at risk in all home nations is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

The practices and procedures within this policy are based on the relevant legislation and government guidance.

- **England** – The Care Act 2014  
Care and Support Statutory Guidance (especially chapter 14) 2014
- **Wales** – Social Services and Well Being Act 2014  
Wales Safeguarding Procedures
- **Scotland** – Adult Support and Protection Act 2007  
Adult Support and Protection (Scotland) Act 2007 Code of Practice 2014
- **Northern Ireland** – Adult Safeguarding Prevention and Protection in Partnership 2015

Many other pieces of UK and home nation legislation also affect adult safeguarding and include legislation about different forms of abuse and those that govern information sharing.

Each home nation also has legislation about the circumstances in which decisions can be made on behalf of an adult who is unable to make decisions for themselves:

- **England and Wales** – Mental Capacity Act 2005
- **Scotland** – Adults with Incapacity Act 2000
- Mental Capacity (Northern Ireland) 2016
- There are specific offences applying to the mistreatment of and sexual offences against adults who do not have Mental Capacity and specific offences where mistreatment is carried out by a person who is employed as a carer: e.g. wilful neglect and wilful mistreatment

The LTA also has a number of related policies and procedures in place that govern our activities and the game of tennis which can be found here: [www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations](http://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations)

## APPENDIX E: ADDITIONAL INFORMATION AND SUPPORT

### Alcoholics Anonymous

Free helpline for alcohol issues.

**0800 9177 650**

[help@aamail.org](mailto:help@aamail.org)

[www.alcoholicsanonymous.org.uk](http://www.alcoholicsanonymous.org.uk)

### Anger Management

British Association of Anger Management (BAAM)

**0845 130 0286**

[www.angermanage.co.uk](http://www.angermanage.co.uk)

### Beat

Provides support on all aspects of eating disorders.

**0808 801 0677** (over 18s)

[help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

### Bipolar UK

Support to enable people affected by bipolar disorder/ manic depression to take control of their lives.

**0333 323 3880**

[info@bipolaruk.org](mailto:info@bipolaruk.org)

[www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

### ChildLine

ChildLine help anyone under 19 in the UK with any issue they are going through.

**08001111** or you can email or live chat at:

[www.childline.org.uk/about/about-childline/](http://www.childline.org.uk/about/about-childline/)

### Galop

Emotional and practical support for LGBT people experiencing domestic violence.

**0800 999 5428**

[help@galop.org.uk](mailto:help@galop.org.uk)

### Men's Advice Line

Information, support and advice to men experiencing domestic violence, offered by Respect.

**0808 801 0327**

[info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

### Mind

Information, advice, guidance and support for people with mental health problems.

**0300 123 3393**

[info@mind.org.uk](mailto:info@mind.org.uk)

### National Domestic Violence Helpline

Run in partnership between Women's Aid & Refuge.

**0808 2000 247**



## APPENDIX E: ADDITIONAL INFORMATION AND SUPPORT

### NAPAC

The National Association for People Abused in Childhood (NAPAC) offers support to adult survivors of all types of childhood abuse.

**0808 801 0331**

[napac.org.uk/](http://napac.org.uk/)

### NSPCC

The NSPCC can support with any concerns about a child's safety or well-being.

[help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**0808 800 5000**

### One in four

Specialising in working with survivors of childhood sexual abuse and sexual violence. Offers long-term 1-1 therapy.

**0208 697 2112**

[admin@oneinfour.org.uk](mailto:admin@oneinfour.org.uk)

[www.oneinfour.org.uk](http://www.oneinfour.org.uk)

### Relate

Counselling and relationship education for couples. Live chat line service also available.

**0300 100 1234**

[www.relate.org.uk](http://www.relate.org.uk)

### Samaritans

Call **116 123** for free – Whatever you're going through, a Samaritan will face it with you.

[www.samaritans.org](http://www.samaritans.org)

### Sane

Deals with all aspects of mental illness including depression, schizophrenia and anxiety.

**0845 767 8000**

[www.sane.org.uk](http://www.sane.org.uk)

### The Survivors Trust

The Survivors Trust is the largest umbrella agency for specialist rape and sexual abuse services in the UK

**01788 550554**

[www.thesurvivorstrust.org](http://www.thesurvivorstrust.org)

### Talk to Frank

National organisation providing advice regarding drugs and substance abuse. On-line live chat service also available.

**0300 123 6600**

[www.talktofrank.com](http://www.talktofrank.com)